**SHARE CUSTOER MODEL: SERVICE DESIGN, CAREER PATHWAYS, COSTS AND ACCOUNTABILITY (DRIVEN BY REGIONAL BOARDS)**

**Enrolled Individuals: Vocational Rehabilitation Programming (MRC, MCB)**

<table>
<thead>
<tr>
<th>JOB QUEST PORTAL</th>
<th>JOINT WORKSHOPS FOR POPULATION</th>
<th>JOINT JOB FAIRS &amp; INDUSTRY BRIEFS</th>
<th>JOINT CASE MANAGEMENT AND ACCESS TO CAREER PATHWAYS</th>
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</thead>
<tbody>
<tr>
<td>Referrals, online registration, walk-ins etc</td>
<td>Individuals use assessment tools like Inter Aptitude, Career Scope, Career Ready 101, TORQ, Benefits Counseling, Ticket-to-Work, post-placement accommodations etc</td>
<td>Partners develop targeted recruitments</td>
<td>Regions develop virtual or co-located “teams” across Core Program staffing to enhance job placement and credentialing pathways for population –shared case mgmt, access to OJTs / ITAs, develop sector grants, community college navigators.</td>
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**Customer Gets:**

- **OSCC Orientation** (Orientation done by Career Center and Core Program partner staff etc)
- **Career Action Plan** (Workshops done by Career Center and Core Program partner staff or external agencies (Umass etc) specific tools and resources.)
- **Connections to Business** (Workshops done by Business, Career Center and Core Program partner staff)
- **EXPANDED case mgmt team on job search and access to education and training to improve career path.** (Teams created with Career Center and Core Program partner staff, Community College Navigators, external agencies (Umass etc))

**Individuals who do not qualify for VR. How many?**

**Individuals who are enrolled in VR and would benefit from co-enrollment How many?**

**Individuals eligible for VR who come to Career Center first. How many?**

**JOB PLACEMENT** (Target Rate? Rate for region or programs?)

**CREDENTIAL** (Target rate? Rate for region or individual programs?)